

**Lincoln County Public Library**  
**Job Description: Circulation Clerk**  
**Revised July 2017**

**General Description**

Circulation Clerks perform a wide variety of general library work in technical and/or public services to assist patrons with daily operational needs of the Library, such as routine circulation, shelf maintenance, copy cataloging, processing, and clerical functions using automated circulation system. Must be able to work flexible hours including evenings and weekends.

**Supervision Received**

Works under the general supervision of the Director and Assistant Director.

**Supervision Exercised**

May supervise volunteers and employment program participants as assigned

**Examples of Duties**

- Performs the full range of circulation desk procedures using an automated circulation system following established library policies including checking materials in and out, collecting and recording fines and fees, processing magazines for circulation, registering and updating patrons.
- Prepares library for opening and closing.
- Greets and directs customers to various locations or locates materials.
- Answers telephones and provides routine information or refers and transfers calls.
- Handles routine complaints and answers a variety of questions at the circulation desk in person or via the telephone, referring more complex inquiries to immediate supervisor.
- Uses computer terminal to provide information to the public and explains how to use the library's computer system.
- Troubleshoots basic technical problems either on own or in conjunction with IT.
- Shelves materials/reads shelves. Maintains order in book stacks and assists in resolution of problems resulting from misshelved/misfiled materials.
- Operates a variety of standard office and library machines.
- Participates in staff meetings to discuss and resolve problems, discuss ideas for improvement, and keep updated on library plans and activities.
- Maintains library public area in clean and orderly fashion by maintaining displays, cleaning computer terminals and other general cleaning and/or organizing tasks.
- Performs related work as required.

**Knowledge, Skills, and Abilities**

Knowledge of:

- General library services, organization and functions, including Dewey decimal system;
- Basic public desk etiquette
- Basic arithmetic;
- English usage, spelling, grammar, and punctuation;
- Customer service and conflict resolution techniques.

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Skills

- Proficiency with computer systems including word processing, databases, spreadsheets, Internet, e-mail, social networking applications, inputting and manipulating data in an automated library system, use of library automated system circulation and public catalog functions.
- Excellent communications and organizational skills.
- Considerable skill in typing and the ability to do data entry using a computer terminal.
- Good interpersonal skills

Ability to:

- Perform excellent customer service and to communicate general library information to the public on the telephone
- Learn and use specialized computer software and hardware
- Learn and apply new methods, procedures, operations, and policies
- Understand and follow written and oral instructions.
- Pay attention to detail.
- Comprehend and implement LCPL practices and procedures.
- Establish and maintain effective working relationships with superiors, associates and the general public.

**Qualifications, Education, Experience**

- High school diploma or the equivalent
- Library experience preferred
- Prior customer service experience
- Ability to meet and maintain Kentucky Department for Libraries and Archives certification requirements.

**Environment**

Work is performed in a normal public library environment, working with staff members and the general public.

**Physical Activities**

To successfully perform this job, the employee must be able to perceive sounds at normal speaking levels with or without correction and have the ability to give and receive detailed information through oral communication. The employee is often required to sit and use a keyboard and mouse. The employee is also required to stand, walk, reach with arms and hands, bend or stretch, climb or balance, and to stoop or kneel in order to locate and obtain information, materials, or equipment of a wide variety of sizes and shapes throughout the library, up to 50 pounds. Must be able to grasp and turn objects. Work includes some physically challenging work such as moving furniture or boxes to storage facilities. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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**Compliance/Other**

This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the position. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. This job description does not constitute an employment agreement between LCPL and the employee and is subject to change as the needs of LCPL, and the requirements of the position change.

As an Equal Opportunity Employer, the Lincoln County Public Library does not discriminate on the basis of race, color, religion, gender, national origin, disability, genetic information, military status or any other status protected by law or regulation. It is our intention that all qualified applications are given equal opportunity and that selection decisions be based on job-related factors. For more information, please contact the Library Director.